



VACANCY

REFERENCE NR	:	VAC07924
JOB TITLE	:	Specialist: Service Delivery
JOB LEVEL	:	C5
SALARY	:	R 241 094 - R 401 823
REPORT TO	:	Consultant: Service Delivery
DIVISION	:	Network & Service Management
DEPT	:	Western Cape
LOCATION	:	SITA Western Cape
POSITION STATUS	:	Fixed Term Contract – 24 Months (Internal/External)

Purpose of the job

To support in the development, establishment and maintenance of Service Level Agreements, Operational Level Agreements, Underpinning Contracts and Project Charters related to Service Management Centre services with the key objective of ensuring the consistent and efficient support and services are provided to customers through communication ,negotiation ,measurement and management of service levels including assisting in the development and implementation of continual service improvement initiatives.

Key Responsibility Areas

Provide support with the development, implementation and co-ordination of delivery of Service Management Centre (SMC) services in line with aligned to ITIL methodologies in order to perform end-to-end service management functionality;

Provide support with defining, recording and reviewing of all services agreed with between the SMC and clients;

Monitor service level performance against the metrics contained in SLAs;

Define, document and review all Operational Level Agreements (OLAs) and underpinning contracts (UCs), to support the relevant SLAs;

Provide support with the reviewing and updating of costing models for all services provided by the SMC, and with models that are to be developed for new services;

Manage income recovery for all SMC services;

Provide input with developing and maintaining System Improvement Plans for the enhancement of all services provided by the SMC;

Manage own tasks and be able to work in collaboration with supporting teams;

Attend IT Steering Committee/ Attend IT Strategic Committee meeting;

Monitor service levels/ monitor incident management/ problem management/ escalations;

Liaison and coordination with 3rd-party ICT vendors (give advice in meetings with them);

Coordination between different SITA services (Single Point of Contact Technical);

Weekly onsite visit or one day a week on site; Provide information for effective decision making supporting continual service improvement

Ensuring improved transparency and effective monitoring and evaluation of services rendered;

Working on exceeding customer expectations by resolving escalations and providing continuous improvement;

Ensuring that all requests supported in contracted services (SLAs) are effectively managed and resolved (Service level reporting); and

Ensuring high levels of availability across all technology platforms, thereby enhancing the user experience.

Qualifications and Experience

Minimum: 3 year National Diploma in Computer Science, information technology.

Experience: 3-5 years' experience in Service Management principles related to Service Delivery and Service Level Management good practice methodologies, implementation and application of Service Delivery and Service Level Management processes and supporting technology, i.e (ITIL, Cobit, ISO), working in a team and involvement in project management delivery concepts and dealing with customers.

Technical Competencies Description

Knowledge of: Processes and procedure development and implementation; Understanding of Service Delivery aligned to ITIL good practice methodology; Understanding service/process performance evaluation, monitoring and reporting; Fair understanding and practice of Project Management; Fair understanding of ICT industry.

Skills: Good communication both written and verbal; Good interpersonal skills; Good problem analysis and solving skills; Good negotiation skills; Service / Process performance monitoring, evaluation and reporting;

Excellent customer relationship skills /experienced customer relationship manager in complex ICT environment; Good telecoms product and knowledge of customer's IT systems and applications is required; Business background to enable understanding of customer priorities; Strong people and project management skills are essential.

Other Special Requirements

N/A

How to apply

Kindly send your CV to wcrecruitment@sita.co.za

Closing Date: 20 November 2019

Disclaimer

SITA is Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered. Please clearly indicate the reference number of the position you are applying for.
- It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidates who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicants documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV's from Recruitment Agencies will not be accepted